

From: David Wisniewski
To: Microsoft ATR
Date: 11/21/01 9:15am
Subject: their performance is unacceptable

From the Macintouch (<http://www.macintouch.com/>) website, dated Tues November 21.

Microsoft has admitted it was wrong when it denied earlier knowledge of an Internet Explorer security hole discovered by another firm, according to a ZDNet story:

"IT security firm Online Solutions discovered the exploit on 1 November and informed Microsoft's Security Response Center with the technical details of its discovery on the same day. Microsoft acknowledged the alert along with the promise that it would investigate the issue as quickly as possible. But a lack of feedback on the investigation prompted Online Solutions to place increasing pressure on Microsoft to issue a bulletin about the IE hole. After one week of waiting, the security company went public with a press release about the exploit on 9 November -- Microsoft published an alert on its Web site later that day."

This sort of behavior is unacceptable from a company that supplies software to the majority of the country. If the company seizes monopoly control of the market, it must remain responsive to threats and problems with its software. If it cannot, I am sure smaller companies would care more about pleasing its customers, and would react in a more timely fashion.

Please don't throw away this monumental case. There are far too many important issues at stake to let Microsoft off with a slap on the wrist.

Regards,
David Wisniewski

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